



USAID | RWANDA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER/VACANCY ANNOUNCEMENT: 72069623R00011

ISSUANCE DATE: July 28, 2023
CLOSING DATE/TIME: August 19, 2023/12:00 p.m. (CAT)

SUBJECT: Solicitation for a Cooperating Country National Personal Services Contractor (CCNPSC), Administrative Assistant

Dear Prospective Offerors/Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in Attachment 1.

Sincerely,

Jonathan Banco
Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NO:** 72069623R00011
- 2. ISSUANCE DATE:** July 28, 2023
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** August 19, 2023, 12:00 p.m. noon Africa Central Time.
- 4. POINT OF CONTACT:** Human Resource Office, e-mail at kigalihr@usaid.gov.
- 5. POSITION TITLE:** Administrative Assistant
- 6. MARKET VALUE:** 12,495,789 to 20,277,108 Rwandan Francs equivalent to FSN-07 in accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Rwanda. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** Employment under this contract is of a continuing nature utilizing a five-year contract as the hiring mechanism. Its duration is expected to be a series of sequential contracts; all contract provisions, clauses and regulatory requirements concerning availability of funds shall apply.
- 8. PLACE OF PERFORMANCE:** Kigali, Rwanda with possible travel as stated in the Statement of Duties.
- 9. ELIGIBLE OFFERORS** Open to All Interested Cooperating Country National (CCN) Candidates. CCNs as defined in AIDAR, Appendix J, Section (1)(7) "Cooperating country national" ("CCN") means an individual who is a cooperating country citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country."
- 10. SECURITY LEVEL REQUIRED** Facility Access / Employment Authorization

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract:

The job holder serves as the Administrative Assistant and Office Manager of the USAID/Rwanda Health Office. The incumbent is the key focal point for all communications between office staff, USAID/Rwanda, and all other organizations. S/he carries out day-to-day administrative support activities and clerical duties required by the Health Office including assistance to Activity Managers and COR/AORs as required. S/he ensures all administrative reports, timecards, and other routine administrative documents are submitted on time. S/he maintains all official files for the Health Office and reports to the Program Support Team Lead.

2. Statement of Duties to be Performed

a. Office Management Duties

35%

- Prepares and follows up approval of travel documents (international and local), expense reports and vouchers
- Submits purchase requisitions through ILMS, and other documents as requested
- Acts as lead timekeeper for the Office, prepares and submits T&A reports
- Updates and maintains the Office's leave plan including in-country TDY travel
- Maintains list of implementing partners, GOR contacts, and development partners contacts
- Controls the flow of incoming and outgoing documentation, including tracking and record keeping
- Drafts replies to routine correspondence in accordance with specific instructions from the Office Director
- Prepares country clearances for Staff and distributes visitors' country clearances for approval

b. Support Duties

30%

- Makes arrangements for staff travel including transportation and hotel reservations
- Reserves rooms for all health meetings and coordinates with IT to make sure the rooms are appropriately arranged as necessary
- Organizes outside meetings/events by ensuring that all logistics are arranged in timely manner and in accordance with USG regulations regarding events/meetings
- Arranges transportation for meetings outside Embassy as needed
- Submits procurement requests through Global Acquisition and Assistance System (GLAAS)
- Facilitates the entrance of visitors to the Embassy by arranging badges and escorts
- Controls and maintains office supplies and prepares requests for their replenishment
- Ensures all copy machines, printers, and scanners are in good working order. Changes toner in copiers as needed. Requests GSO assistance for any repairs needed
- Assists the technical teams to carry out the SIMS (Site improvement and Monitoring system) visits and Data Quality assessments (DQA)
- Accompany technical teams on fields visits for follow-up or monitoring

c. Correspondence Control Duties

20%

- Serves as the central recipient of all incoming and outgoing correspondence for the Health Office
- Sorts all incoming mail which requires the attention of the Office Director, routing all other correspondence to appropriate Office staff for action and/or distributes correspondence within USAID and the Embassy as appropriate
- Ensures all outgoing office mail and correspondence is sent on time
- Provides the main ideas of incoming correspondence written in French and/or Kinyarwanda

- Maintains, or ensures maintenance of, all Office files and records in accordance with the USAID Handbook on Communications, and established Mission procedures. Prepares new files as required

d. Document Preparation

10%

- Using MS Word and/or other processing software, types a variety of documents including letters, reports, inter-office memoranda, faxes, etc
- Presents material in final form on official letterhead stationery, using correct spelling, grammar, and punctuation
- Ensures that materials for Office Director's signature are in proper format, typographically correct, and includes all appropriate attachments
- Prepares the weekly meeting agenda for the Health Office in consultation with the Office Director, Deputy Director, and other staff

e. Receptionist Duties

5%

- Receives and relays telephone calls and messages
- Serves as the central focal point for all written and voice communication
- Provides information requested and decides if the communication should be referred to another staff member
- Receives visitors, ascertains purpose of visit, and, where possible, provides requested information or refers caller to another office or individual when the nature of the business does not require the attention of the Office Director
- Maintains the Office Director's appointment calendar
- Makes appointments and exchanges routine information at the highest level of the GOR, USG, other donors, contractors, NGOs, etc

The employee is eligible for temporary duty (TDY) travel to the United States, or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

3. Supervisory Relationship

The incumbent reports to the Program Support Team Lead. Assignments are made orally and in writing. The work is subject to review to ensure compliance with USAID policies and procedures.

4. Supervisory Control

This is a non-supervisory position.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a) **Education:** At least two years of full-time post-secondary study at college or university with technical training in secretarial or business is required, and should include courses in typing, office practices, word processing, office management, etc.
- b) **Experience:** At least three years of progressively responsible secretarial/administrative and clerical experience is required.
- c) **Post Entry Training:** Basic computer training including software applications for Word Processing, USG secretarial and office management courses, subject to course offering and availability of funds. On-The-Job Training in USAID filing and correspondence preparation.
- d) **Language Proficiency:** English Level IV, fluent knowledge of oral and written English is required.
- e) **Knowledge:** A general understanding of Rwanda's economic, social, and political situation is required. Must have good knowledge of correspondence formatting and reporting procedures, mail handling, and timekeeping procedures.
- f) **Skills and Abilities:** Level 2 typing ability (minimum of 40 words per minute) is required. Must have demonstrated administrative, secretarial and clerical skills. Proficiency in operating word processing equipment and knowledge of spreadsheet software required. Must be able to work under pressure and have good interpersonal relations skills.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with FAR 52.215-1. The Contracting Officer (CO) reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to FAR 15.306(c). In accordance with FAR 52.215-1, if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers.

The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The procedure for evaluating and ranking applications is outlined below. Applicants will be scored based on the documentation provided with the application. Only the highest-ranked applicants will be interviewed.

1. BASIC ELIGIBILITY

The basic eligibility requirements for this position are:

- Authorized to work in Rwanda;
- Complete application submitted as outlined in the section IV;
- Eligible to attain security clearance for Facility Access;
- Cleared medically to work at USAID/Rwanda;
- Available and willing to work additional hours beyond the established 40-hour workweek, including weekends, as may be required or necessary;
- Willing to travel to work sites and other offices as/when requested;
- All internal candidates who meet the minimum qualifications will be interviewed;

2. SELECTION PROCESS

After the closing date for receipt of applications, those that meet the minimum qualification requirements will be referred to the Technical Evaluation Committee (TEC). Applications from candidates who do not meet the minimum requirements will not be reviewed. The TEC will review the applications based on the listed evaluation factors (below).

This is a phased selection process. First, USAID/Rwanda will evaluate the applicant's Cover Letter and CV to assess technical and management expertise and qualifications in order to determine if the applicant should proceed to the skills test and interview, the process will continue as follows:

3. EVALUATION FACTORS - The following evaluation factors will be used to evaluate all applications (that progress to the second phase) in the descending order of:

1. Interview
2. Skills Test
3. Cover Letter and CV

The "Interview" evaluation factor is more important than the "Skills Test" and the "Cover Letter and CV" evaluation factor.

These factors will be evaluated and scored by the TEC using an adjectival rating system. Additional guidance regarding the technical evaluation factors are set forth below.

Evaluation Factor 1 - Cover Letter and CV

A. Cover Letter

The offeror must submit a cover letter that must not exceed **1 page**. The Cover Letter must demonstrate the applicant's (1) written communication, (2) clearly state why the applicant is interested in this position, and (3) how the applicant's technical expertise is applicable to the job requirements. In addition:

- The Cover Letter must include the name of the offeror and “solicitation number - 72069623R00011” at the top of each page.
- The Cover Letter should present a solid argument as to why and how the applicant’s professional background and technical expertise are best suited for this position.

B. CV

At a minimum, the offeror’s CV must present the following:

- The offeror’s educational background must consist of at least two years of full-time post-secondary study at college or university with technical training in secretarial or business is required, and should include courses in typing, office practices, word processing, office management, etc.
- The offeror’s technical qualifications and job history. CV must demonstrate that the offeror possesses the minimum qualifications specified for this position and indicate a successful ability to execute the major duties presented in this solicitation.
- Demonstrate that the offeror possesses at least 3 years of relevant, professional experience.

If USAID determines that the offeror possesses the requisite educational, technical, and professional experience, then it will invite the offeror to participate in an interview.

Evaluation Factor 2 - Skills Test

The Skills Test will be an assessment of the applicant’s written communication skills as well as technical administrative knowledge.

Evaluation Factor 3 - Interview

The interview will provide the applicant with the opportunity to elaborate upon the professional expertise presented in the cover letter and CV, and will provide the TEC with the opportunity to evaluate the applicant’s oral and interpersonal skills.

IV. SUBMITTING AN OFFER

Eligible Offerors are required to complete and submit the offer form:

- Offeror Information for Personal Services Contracts with Individuals, Form AID 309-2 (Available on-line): <https://www.usaid.gov/rwanda/careers>.
- Cover letter no longer than **one page** in length.
- Current résumé or curriculum vitae that includes at least **three** references.
- Any other documentation (e.g., essays, certificates, awards, and copies of degrees earned) that addresses the qualification requirements of the position as listed above.

- A complete application package should be sent by email to kigalihr@usaid.gov no later than 12:00 p.m. noon CAT on August 19, 2023.

1. Offers must be received by the closing date and time specified in Section I, item 3, and submitted to the Point of Contact in Section I.
2. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.
3. **References.** Minimum of three (3) references with name, occupation & job title, and contact information (email address and mobile number). The references may be current or previous supervisors or work colleagues who can respond to reference check/s on the applicant's professional expertise and work ethic. The references will be asked to provide examples of the offeror's suitability for the position, and ability to be a successful team member in an Administrative Assistant capacity. *The Technical Evaluation Committee may also reach out to other references not provided by the applicant.* It is the responsibility of the offeror to ensure submitted references are available to provide a written or verbal reference in a timely manner, and that they will be actively anticipating communication from USAID regarding the offeror's interest in this position.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The CO will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Pre-employment Medical Examination
2. Employee Biographical Data sheet
3. Employee Contact form
4. Employee Dependency Report

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

1. BENEFITS (in accordance with the U.S. Embassy Kigali Local Compensation Plan):
 - a. Health Insurance
 - b. Social Security insurance
 - c. Annual and Sick leave
 - d. Annual Bonus
 - e. Maternity Leave
2. ALLOWANCES (in accordance with the U.S. Embassy Kigali Local Compensation Plan):
 - a. Meal/Beverage Allowance

- b. Miscellaneous Allowance
- c. Housing Allowance
- d. Transport Allowance
- e. Family Allowance

VII. TAXES

The Mission emphasizes to its employees that they are obliged to observe all Rwandan laws, including those concerning income and related tax obligations. By international agreement, payment of taxes is a matter between the individual employee and the Rwandan government.

VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing CCNPSC and TCNPSC awards are available at these sources:

1. USAID Acquisition Regulation (AIDAR), Appendix J, "Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad," including contract clause "General Provisions," available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf
2. Contract Cover Page form AID 309-1 available at <https://www.usaid.gov/forms>. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: [e.g., R497] - Accounting Info: [insert one or more citation(s) from Phoenix/GLAAS]	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor -

3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>

4. Ethical Conduct. By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the "Standards of Ethical Conduct for Employees of the Executive Branch," available from the U.S. Office of Government Ethics, in accordance with General Provision 2 and 5 CFR 2635. See <https://www.oge.gov/web/oge.nsf/OGE%20Regulations>.

5. PSC Ombudsman

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the Agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.